Monday, September 24, 2001 Visioning Session achieved the following objectives:

Confirm Status of Action Items from Visioning Session 1 Meeting

HEARING MATRIX
 A revised hearing matrix, process flow and assessment were e-mailed to everyone today.
 Follow-up questions were indicated in RED to complete this analysis
 ACTION: Regional Directors to review these questions and provide feedback to myself and/or
 Heather Pacini by Tuesday, October 2

REPORTS
 Sybil reported that Jane provided feedback to her on how to streamline reports
 ACTION: Please let the group know if there are any additional action items

TOP 10 THINGS TO STOP DOING
 Gary sent an e-mail indicating areas to further investigate for possible cost savings
 ACTION: Gain a more detailed looks at Servicing and School Closing

Update on Students Channel Direction

WHAT ARE WE TRYING TO ACCOMPLISH?
 A reduction of approximately 60 employees from Students Channel

WITHIN WHAT TIMEFRAME?
 18 MONTHS - to be completed or at least underway

WHAT DO WE NEED TO DO NEXT?
 ACTION: Each Service Center develop a list to consist of the following; the names of your
 employees, what their particular issues may be, and what their core business functions entail, along
 with any other notes of how their jobs may be impacted given the proposed modernization
 recommendations as you know them today and questions you may have for your HR representative.
 An example of this matrix is attached:

Transition Plan.xls

Please have this matrix completed and turned in to me by *October 12th*. I will then collect and synthesize
your questions for HR, send it to them to prepare for our next meeting.

NEXT STEPS
 ACTION: The RD's should schedule through Gary their request for when they will be able to come to
 Washington for the next session - I will then coordinate with Calvin on the dates you suggest.

Please let the group know if there is anything I missed in capturing the minutes, and feel free to contact
me should you have any questions or concerns.